Washington State Department of Transportation

C. The *5 A's* (Availability, Accessibility, Acceptability, Affordability, Adaptability)

The *5 A's* were developed by the Beverly Foundation, a non-profit organization that focuses on issues surrounding senior mobility and transportation. We have raised the *5 A's* as one framework to evaluate projects and performance information.

1. **Availability**--Transportation exists and is available when needed (e.g., transportation is at hand, evenings and/or weekends).
2. **Accessibility**--Transportation can be reached and used (e.g., bus stairs can be negotiated; bus seats are high enough; van comes to the door; bus stop is reachable).
3. **Acceptability**--Deals with standards relating to conditions such as cleanliness (e.g., the bus is not dirty); safety (e.g., bus stops are located in safe areas); and user-friendliness (e.g., transit operators are courteous and helpful).
4. **Affordability**--Deals with costs (e.g., fees are affordable; fees are comparable to or less than driving a car; vouchers or coupons help defray out-of-pocket expenses).
5. **Adaptability**--Transportation can be modified or adjusted to meet special needs (e.g., wheelchair can be accommodated; trip chaining is possible).

Discussion Questions:

- Could the *5 A's* be used to evaluate grant proposals? How?
- If the *5 A's* were performance goals what would be indicators for the *5 A's*?
- Are these elements quantifiable? Can they be standardized?
- How important is standardization?
- Are these good measures of a program's effectiveness?
- Does your organization currently measure any of these elements?

Notes from March 13 Work Group

Work Group C, discussed these issues on the *5 A's* (Availability, Accessibility, Acceptability, Affordability, Adaptability):

- Demonstrate filling unmet need
- How to meet family multi-stop needs
    - "Availability" tailored to individual needs
- Add "accountability" to A's
- Pierce County plan / regional plan can contribute to definitions of A's
- ACCOUNTABILITY
    - % of money from agency spent on project
    - What data can the agency present
- AFFORDABILITY
    - What is level of subsidy - is it an acceptable level? - (varies by area)
- Make local comparisons: County, region, populations
- Different standards for small, medium and large
- Determine base rate - rate of change
    - Different base rate for providers (similar)
- Apply to coordinated projects as opposed to individual agencies
- Mobility is a community responsibility
- How do you capture unique projects that standard data doesn't capture
- Depth of partnership commitments
    - Did they do what they said?
- Use A's to set base line for performance
    - Assess relationships / response to issues
- Is funding supplanting other funding
- How will project be sustained without grant funding
    - Sustainability may not be realistic for some (i.e. non-profit human services)
    - Transit has sustainability issues as well
- Customers have ongoing service expectations
- Non-profits have staff problems with pursuit of grants
- Add Anecdotal to A's
    - Unique stories, face on the numbers
- Create numerous standards now and build in future
    - The sooner finished, the better (setup for this is needed)
- Tracking data cost money at agency